



User Guide

3 Simple Steps to Setting Up Your DSL Connection

PC Users—Start Here. Let This CD Get You Online Quickly

1. Just insert this CD
2. Follow the simple self-paced instructions presented on the CD to prepare your PC
3. The Setup Wizard will automatically guide you through your DSL connection

It's as easy as that. Also available on this CD is a detailed User's Manual and Acrobat Reader for viewing the manual. If you have any questions, please call **Customer Support** at **1.888.64.COVAID**.

Windows XP/Vista Users: If your computer has a firewall enabled, you may see a pop-up alert message while running the QuickStart Installation CD. Please make sure you choose to always PERMIT/UNLOCK the application to run. This will ensure a quick setup of your DSL connection.

PC QUICKSTART INSTALLATION CD

If your CD is missing from this guide, please call
Customer Support at **1.888.64.COVAID**.

A customer support representative will be
happy to assist you.

If this CD does not launch automatically, click on the Windows **Start** button and select **Run**. In the new window, type in **d:\setup** and click **OK**. If your CD drive has been assigned a letter other than **d**, then use that letter instead.

Mac Users—Please Use This Simple User Guide for Installation



This CD is not for Mac users. If you have any questions, please call **Customer Support** at **1.888.64.COVAID**. A customer support representative will be happy to assist you.

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READ ME

Be sure to read the helpful TIP boxes found throughout this guide. Of course, if you need further assistance, you can always call 1.888.64.COVAD.

Before You Begin

Make sure you've got everything you need to set up your Covad DSL connection. By taking a few minutes to prepare, you'll help ensure the actual installation is as quick and problem-free as possible.

Get your computer ready

1. Does your computer meet the system requirements?

Check the table below to confirm that your computer has the operating system required for DSL service. While other operating systems may be compatible, we have only provided instructions for those listed below.

FOR WINDOWS	FOR MACINTOSH
<p>Minimum System Requirements 350 MHz Intel® Pentium® II processor or equivalent 128 MB RAM 30 MB available hard disk space</p>	<p>Minimum System Requirements Power Macintosh® G3 processor 128 MB RAM 30 MB available hard disk space</p>
<p>Operating System Requirements Windows® 2000 Windows XP Home Windows XP Pro Windows XP Media Center Edition Windows Vista</p>	<p>Operating System Requirements Mac OS® X 10.1 or higher</p>

2. Is there a NIC card on your computer?

Whether your system is Macintosh or Windows-based, you need a 10Base-T Ethernet Network Interface Card (NIC) or a wireless Network Interface to run a DSL connection. If you don't have a NIC card, you can buy one at most computer stores. For computers near the DSL router, Ethernet is the preferred way to connect to the Internet. For mobile computers like a laptop, or computers located away from the DSL router, a wireless connection can be used.

TIP

DON'T KNOW IF YOUR COMPUTER HAS A NIC CARD?

Look for an Ethernet port on the back or side of your computer. Many newer laptops have a wireless network interface built-in to the computer. If you're still not sure, check the network properties of your computer. The exact process for doing this will depend on your operating system.

Before You Begin

Get your DSL connection parts ready

Check the contents of your Covad DSL installation kit against the parts list below. To help you stay organized, we recommend that you keep the parts needed for each step separate.

1. Open the bag labeled Step 1.

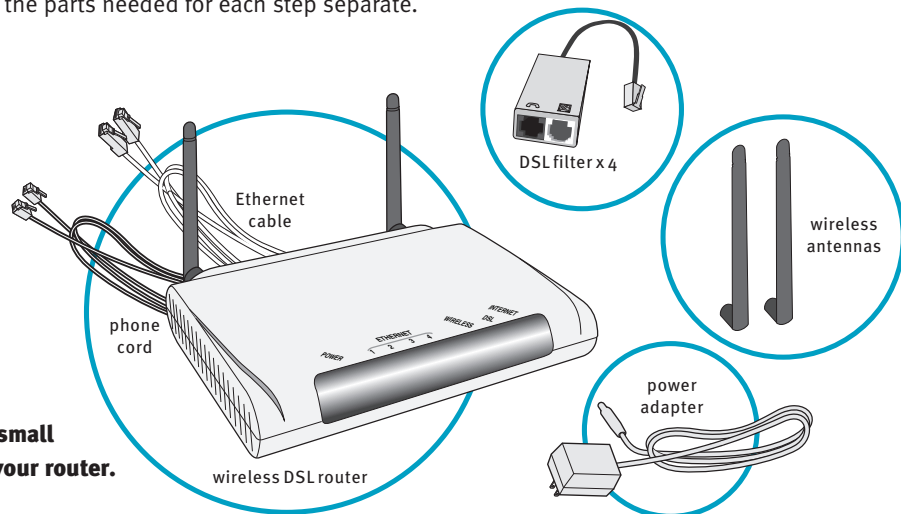
This bag should contain:
4 DSL filters

2. Open the bags labeled Step 2.

The bags should contain:
1 gray phone cord
1 yellow Ethernet cable
1 wireless DSL router

3. Locate two wireless antennas and a small box containing a Power Adapter for your router.

You'll also need these for Step 2.



TIP

MISSING A PART FROM YOUR DSL INSTALLATION KIT?

Call 1.888.64.COVAD. Our customer service representatives will be more than happy to help you.

4. Have your PPPoE username and password ready.

You'll find this information in our email notifying you that your installation kit was shipped. We've also included it in the **Message** field on the packing slip included in your installation kit. Please note that your PPPoE username and password may not be the same as the username and password you chose when you placed your order.

BROADBAND INSTALLATION KIT				
S John Sample O Sample, John L 1234 Any Street D T O Anytown, CA 12345	S John Sample H Sample, John I 1234 Any Street P T O Anytown, CA 12345	Payment: Order Date: Ship Date: Warehouse Order: Customer Order: Purchase Order: Carrier: Service Level:		
Message: PPP Login: 1234567@bzn Password: blzc3456 IP:				
Case ID	Item	Description	Qty Ordered	Qty Shipped

If you've followed all the instructions in this section, then you're ready to set up your Covad DSL connection. Let's get started and move on to Step 1.

Step 1: Preparing Your Phone Equipment

Estimated time for this step: 5 - 10 minutes

Your computer is ready and you've organized all the parts you need to set up DSL. Now it's time to prepare the phone equipment in your location.

1. Your starting point is the wall phone jack you'll be using to connect your wireless router.

Make sure you use the jack for the phone line you specified when you placed your order.

Disconnect the telephone or any other equipment plugged into this phone jack and set it aside. Connect a DSL filter to the phone jack. If you disconnected a telephone from the jack, plug it back into the **black** DSL filter port labeled with a picture of a phone. Plug the gray phone cord from your installation kit into the white DSL filter port labeled with a picture of a computer monitor. You will return to this jack in Step 2 of the installation.

2. Use the "phone" side of the DSL filters for all other equipment connected to the phone line you'll be using for DSL, **with the exception of the DSL port on your router.**

Install DSL filters on the following devices:

- Telephones (regular and cordless)
- Answering machines
- Fax machines
- Computers with dial-up modems
- Some satellite or pay-per-view cable equipment
- TTY/TDD devices
- Caller ID boxes
- Home alarm systems
- Anything else plugged into the DSL phone outlet

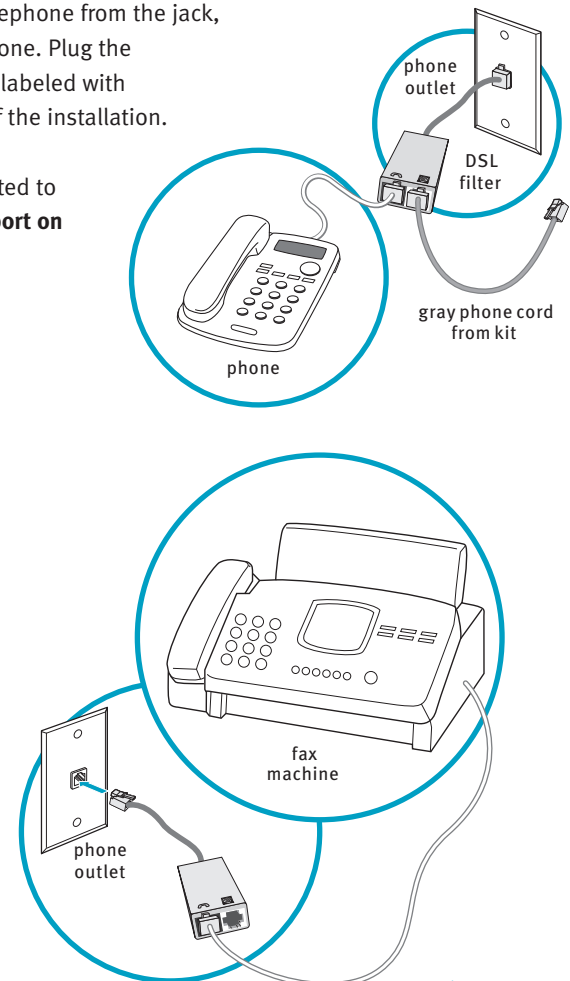
3. You should only have a maximum of five devices (not counting the DSL router) connected to the DSL phone line. Disconnect any phones or devices exceeding this maximum.

You've now completed Step 1. Let's proceed to Step 2.

TIP

WHY DO I NEED TO INSTALL DSL FILTERS?

DSL filters separate the digital DSL signal and the analog signals used by your phone, fax, or any other equipment connected to the DSL phone line. Without a DSL filter, you may experience disruptions with your phone and/or DSL service.



Step 2: Connecting Your Wireless Router

Estimated time for this step: 10 minutes

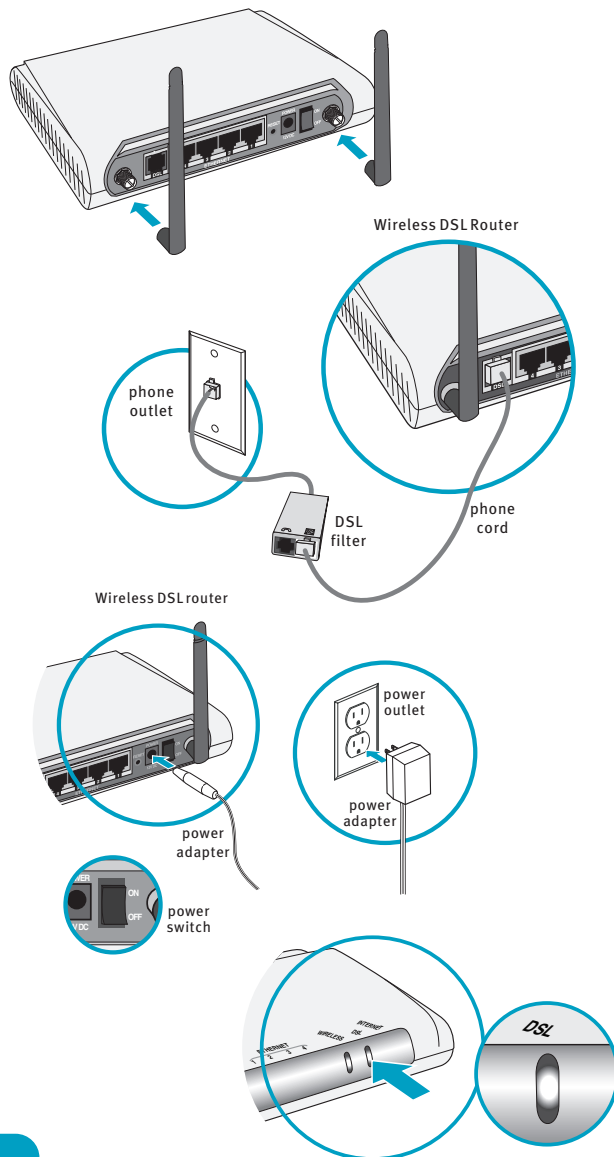
1. Attach the two wireless antennas included in your kit to your router as shown. The antennas should be attached finger tight and positioned straight up for the best reception.
2. Make sure that the end of the gray phone cord is still connected to the white (DSL) port of the DSL filter you prepared in Step 1. Take the free end of the gray phone cord and plug it into the DSL port on the back of the router, color-coded in gray.
3. Connect the small, cylindrical end of the power adapter to your wireless router port labeled “Power.” Plug the other end of the power adapter into an electrical outlet.
4. Move the router’s power switch to the “ON” position. The DSL light at the front of the modem will turn green in about five minutes. Wait until the green light becomes steady, not blinking. **Important:** The DSL light must be solid green before you proceed to Step 3.

To connect an Ethernet computer, continue with #5.
To connect a wireless computer, skip to #6.

TIP

WHAT IF THE DSL LIGHT DOESN'T TURN SOLID GREEN OR CONTINUES TO BLINK?

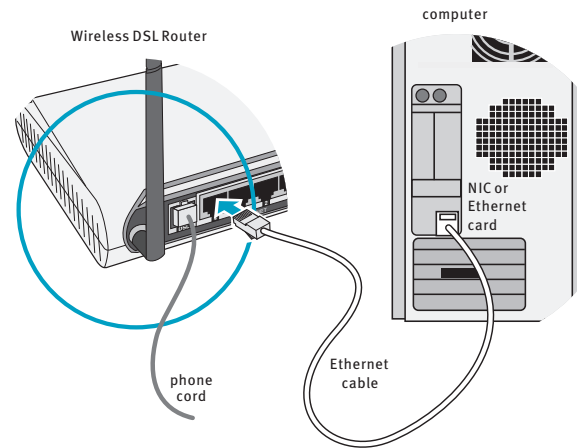
Check that you've connected everything correctly and that the router's power light is on. You may also want to make sure the electrical outlet and phone jack are working.



*Wireless router may differ slightly from illustration

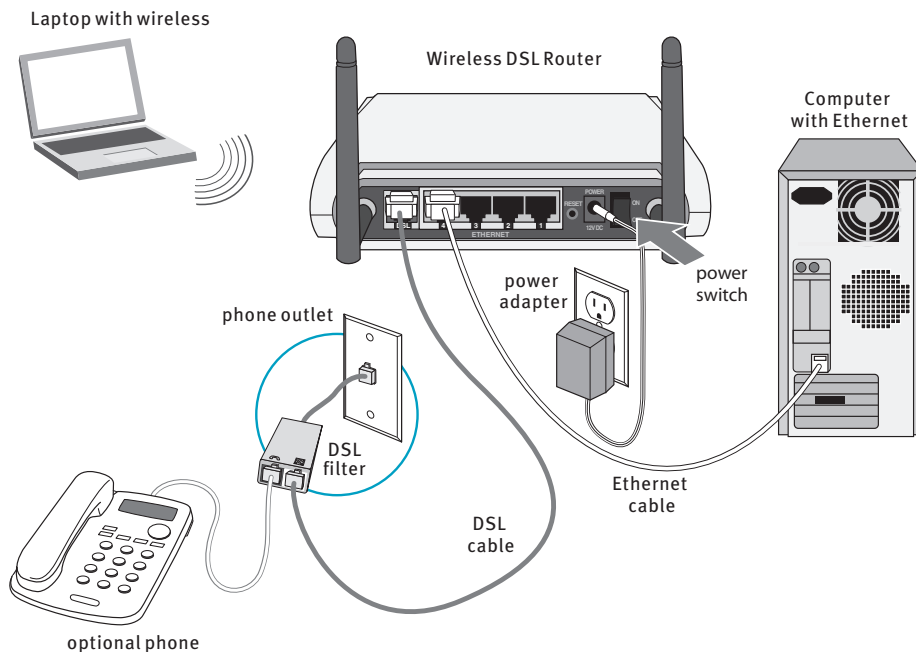
Step 2

5. Connect the yellow Ethernet cable from the installation kit to any available Ethernet port on your router, color-coded in yellow. Plug the other end of the Ethernet cable into the NIC or Ethernet card on your computer.
6. **PC Users:** To connect your computer using a wireless network interface, just insert the QuickStart Installation CD included in the front of this user guide and follow the on-screen instructions to configure your computer and your wireless DSL router. The QuickStart Installation CD supports the configuration of built-in wireless devices, 3rd party wireless devices that have been installed per the manufacturer's guidelines, and the installation and configuration of the optional Netopia PC Card adapter.



Mac Users: To connect your computer using a wireless interface, first follow #5 above to connect your computer using Ethernet. Continue through Step 3 to complete the setup of your wireless DSL router. Next, access the router's Home Page (<http://192.168.1.1>) a second time (see Configuring Your Wireless DSL Router) and proceed to the Advanced Configurations menu. Locate the Wireless Setup menu option and copy the SSID and 128-bit WEP encryption key (#1) to your Macintosh wireless interface. See your Apple documentation for steps in configuring your wireless interface.

Step 2 Completed



You've completed Step 2. All you need to do now is follow Step 3.

Step 3: Setting Up Your DSL Connection

Estimated time for this step: 5 minutes

To set up your DSL connection, you'll need to configure your computer's hardware and your wireless DSL router. The procedure for configuring your computer varies from one operating system to another. First we'll turn off dial-up networking and then you can follow the set of instructions on the next two pages that corresponds with **your operating system**.

TIP

QUICKSTART INSTALLATION CD

PC users can also run the QuickStart Installation CD to make this step even easier! It will automatically configure your system and complete Step 3.

CONFIGURING YOUR COMPUTER

Turning off automatic dial-up for all Windows computers

Note: The first two steps differ slightly depending on the way you view folders on your computer. Computers with the Vista operating system display the Microsoft® Orb* in the lower left corner of the screen rather than a Start button.

1. Select **Start** and then **Control Panel** OR **Start** and then **Settings > Control Panel**.
2. Select **Network and Internet Connections** and then select **Internet Options** OR double-click on **Internet Options**. Vista users should select **View network status and tasks** under **Network and Internet** and then choose **Internet Options** in the lower left corner of the screen.
3. Click on the **Connections** tab.
4. Select **Never dial a connection**.
5. Click **OK**.
6. Close the remaining open windows.

You have now successfully turned off automatic dial-up.

This will prevent your computer from automatically dialing an Internet connection using a dial-up modem when the browser is opened. With a DSL connection, you're always connected to the Internet so you don't need automatic dial-up with a modem.

Checking your computer's network settings

Locate your operating system on the next two pages and follow the steps to finish configuring your computer.

*Microsoft is a registered trademark of Microsoft Corporation.

WINDOWS XP HOME/PROFESSIONAL/MEDIA CENTER EDITION

1. Select **Start** and then **Control Panel** OR **Start** and then **Settings > Control Panel**.
2. Select **Network and Internet Connections** and then select **Network Connections** OR double-click on **Network Connections**.
3. Double-click on **Local Area Connection**.
4. Click on **Properties**.
5. Highlight **Internet Protocol (TCP/IP)** by clicking on it (do not uncheck the check box).
6. Click on **Properties**.
7. Select **Obtain an IP address automatically**.
8. Select **Obtain DNS server address automatically**.
9. Click **OK**.
10. Click **OK** to close the **Local Area Connection Properties** window.
11. Close the remaining open windows.

WINDOWS VISTA

1. Select the **Microsoft Orb** located in the bottom left corner of your screen and then **Control Panel**.
2. Under **Network and Internet** select **View network status and tasks**.
3. Select **Manage network connections**.
4. Double-click on **Local Area Connection**.
5. Click on **Properties**.
6. Highlight **Internet Protocol Version 4 (TCP/IPv4)** by clicking on it (do not uncheck the check box).
7. Click on **Properties**.
8. Select **Obtain an IP address automatically**.
9. Select **Obtain DNS server address automatically**.
10. Click **OK**.
11. Click **OK** to close the **Local Area Connection Properties** window.
12. Close the remaining open windows.

WINDOWS 2000

1. Select **Start** and then select **Settings**.
2. Select **Control Panel**.
3. Double-click on **Network and Dial-up Connections**.
4. Double-click on **Local Area Connection**.
5. Click on **Properties**.
6. Highlight **Internet Protocol (TCP/IP)** by clicking on it (do not uncheck the check box).
7. Click on **Properties**.
8. Select **Obtain an IP address automatically**.
9. Select **Obtain DNS server address automatically**.
10. Click **OK** and close the remaining open windows.

MAC OS X v10.1 OR HIGHER

1. From the Apple Menu, select **System Preferences**.
2. Double-click on **Network**.
3. Select **Built in Ethernet** in the **Show** list.
4. Click the **TCP/IP** tab.
5. Select **Using DHCP** from the **Configure** menu.
6. Remove any entries in the **DNS Servers** and **Search Domains** fields.
7. Click the **Apply Now** button.

CONFIGURING YOUR WIRELESS DSL ROUTER

Now that you have configured your computer, it's time to configure your wireless DSL router.

1. Open your Web browser. The router's login page should appear automatically. If the page does not appear, enter **http://192.168.1.1** and click **Go** or press **Enter**.
2. You'll be asked to enter a username and password for your router. Type the word **admin** in both fields.
3. Click **OK**.
4. Click **Wizard Setup** on the left side of the screen.
5. In the Wizard Setup window, select **I have a PPPoE username and password** and click **Next**. NEVER CHOOSE I have a static IP address.
6. Type in the PPPoE username and password **we sent to you by email**. Please note these may not be the same as the username and password you chose when you placed your order. Your PPPoE username and password are also printed in the **Message** field on the packing slip included with your installation kit.
7. After you've entered your PPPoE username and password, click on **Next**. You've now completed your router setup (if you ordered multiple IP addresses, skip to number 8 below). Click **Done** and then select **Yes** to close the browser window.
8. If you ordered multiple IP addresses, click on **Configure IP Information** and follow the prompts on your screen. You'll need the IP address information (LAN IP Address and LAN Subnet Mask) we sent you by email and on the packing slip (along with your PPPoE username and password). You don't need to make any changes to the DHCP section of this screen. Once you've completed this, click on **Finish** and then review the information you entered and click **Save Settings**. Don't forget to reboot your computer to obtain new network information.

You've just completed your DSL installation — in 3 simple steps. To start experiencing high-speed Internet, just launch any Web browser.

How to Set Up Your Email

To start sending and receiving email using your DSL service, just visit <http://webmail.covad.net> using your Web browser. Use the username and password you chose when you placed your order. Or, to set up your email program, you'll need to follow a few quick steps.

1. Open your email program. Please note that Covad supports Eudora, Outlook, and Outlook Express.
2. If this is the first time you've used this specific application, simply follow the prompts on your screen. When you get to a screen asking you to type in your server information, username, and password, please enter the following:

Incoming or POP mail server: `pop3.covad.net`

Outgoing or SMTP mail server: `smtp.covad.net`

Username: enter the username you chose when you placed your order

Password: enter the password you chose when you placed your order

3. Continue following the prompts until email setup is complete.

If you still need help, go to www.covad.net/onlinesupport. Choose **Broadband Support** and then choose **Service Set-up** for beginners.

Get to Know SMART

Got a technical problem you need help with, or a question about your Covad account? For answers to practically any question related to Covad, just turn to SMART Account Manager. This online resource center is just a few clicks away at www.covad.net. To access SMART, all you need to do is log in with your user ID and password. Please note that your user ID is the same as the username you chose at the time of your order.

What you'll find on SMART

1. What's New

Always know what's new and changing with your Covad Internet service. We're always adding information to help you manage your account and make the most of your high-speed connection.

2. Online Support

Instead of picking up the phone, save time by visiting our Online Support Center. You'll find answers to commonly asked technical and customer service questions, as well as dial-up numbers and legal information – all in one place. And if you can't find the information you're looking for, you can send an email to one of our customer service representatives.

3. Account Information

Take control of your account. Easily change your password, get up-to-date billing information, or review past statements.

4. Service Information

Looking to upgrade your service, or add more email accounts? You can do it instantly, just by clicking on this section.

5. Hosting Services

Want to register your own domain and set up custom domain email and Web hosting? You can do all of that through Covad by visiting this section.

Frequently Asked Questions

How can I tell if my computer has a NIC or Ethernet card?

Look for an Ethernet port on the back or side of your computer. Some laptops may have an external card, usually found on the side of the computer. Many newer laptops have a wireless network interface built-in to the computer. If you're still not sure, check the network properties of your computer. The exact process for doing this will depend on your operating system.

What should I do if the CD doesn't launch automatically?

If you're a Windows user, click the **Start** button at the bottom of your screen and select **Run**. In the new window, type in **d:\setup** and click **OK**. If your CD drive has been assigned a letter other than **d**, then use that letter instead.

If you're a **Macintosh** user, use this User Guide to complete your installation.

What if I forgot my username and/or password?

Call 1.888.64.COVAD. For your protection, our customer service representative will need to verify some personal information before releasing your username and/or password.

My DSL installation kit is missing a part. What should I do?

Call 1.888.64.COVAD to have a replacement part sent to you right away.

How do I connect additional computers to my router?

To connect an additional computer that has a wireless adapter installed, just re-run the QuickStart Installation CD on the new computer and choose the **Install Wireless Adapter Only** path. To connect an additional computer using Ethernet use any available port on the router color-coded in yellow. Wireless adapters and Ethernet cables can be purchased at virtually any computer store. Be sure to ask for "straight through" Ethernet cables.

Why do I need to install DSL filters?

DSL filters separate the digital DSL signal and the analog signals used by your phone, fax, or any other equipment connected to the DSL phone line. Without a DSL filter, you may experience disruptions with your phone and/or DSL service.

Should I install a DSL filter on the phone cord that connects my router to the phone jack?

No. Using the "Phone" side of the DSL filter on your router will block the DSL signal, and this will prevent your service from working. The "Phone" side of the filter should only be used with the devices listed in Step 1. The gray phone cord connected to the DSL port on your router should be connected to the white (DSL) port on a DSL filter or plugged directly into the phone jack.

How do I get additional DSL filters?

DSL filters — also known as DSL blockers, microfilters, or DSL phone line filters — are available for purchase at most electronic stores or on the Internet. However, we recommend that you connect a maximum of five phones or devices to your DSL phone line.

What if the DSL light doesn't turn solid green after I have turned on the wireless DSL router?

Check that you've hooked up everything correctly and that the power cord is firmly plugged into the router. You may also want to make sure the electrical outlet is working.

Can I still use my dial-up modem after I'm connected to DSL?

Yes, but be sure to attach a DSL filter to your dial-up modem. To initiate your dial-up connection, you'll need to set up Dial-Up Networking on your computer. Your computer will not use the DSL service while you are connected through dial-up.

I see an automatic Dial-Up pop-up window every time I launch Internet Explorer. How can I get rid of it?

Automatic Dial-Up is not needed with your DSL service. Please refer to page 9 for instructions on turning off Automatic Dial-Up.

Why do I need to choose PPPoE to configure my router when I ordered a static IP address?

We provide fixed IP addresses for the service you ordered using Point-to-Point Protocol over Ethernet, or PPPoE for short. We have configured our network so that the PPPoE username and password are permanently attached to a specific IP address. This means you get the same IP address every time a connection is established.

Will my cordless phone interfere with my wireless Internet connection?

A 2.4 GHz cordless phone may interfere with your wireless Internet connection. The solution is to change the wireless channel on your router. Please refer to the Software User Guide, Advanced Configurations section, on the QuickStart Installation CD for more details.

How do I disable wireless access to my router?

Follow Step 3 (Configuring Your Wireless DSL Router) to access the router's home page. Once you are logged in, click on the **Advanced Configurations** menu and then **Wireless Setup**. Uncheck the **Enable Wireless** option and then click on **Save Changes**. When the router restarts, the wireless light will be off and no wireless computers will be able to connect to the router.

How do I connect to a different wireless network?

The steps to connect to a different wireless network will vary depending on the manufacturer of your wireless adapter. In general, a wireless utility is installed in the taskbar tray near the clock on your computer. Double-click on the utility to view and change the wireless network you want to connect to.

What if I need to reinstall my wireless connection?

If your wireless connection profile is deleted or stops working, you can re-run the QuickStart Installation CD to reconfigure your computer. Choose the **Install Wireless Adapter Only** path, and when prompted by the CD, choose **Yes uninstall the wizard**. Run the CD a second time to re-establish a connection to your wireless router.

How do I uninstall my Netopia wireless adapter?

Insert the QuickStart Installation CD again and select the **Install Wireless Adapter Only** path. Follow the on-screen instructions and, when prompted, select the **Yes, uninstall my current drivers** option.

What troubleshooting steps can I do on my own before calling for support?

If your connection to the Internet should stop working, check to make sure that all of the cables are plugged in correctly (refer to Step 2 if necessary). If this doesn't fix the problem, shut down your computer and turn off your wireless DSL router. Reconnect the power to your router and turn on your computer. When the **Internet** light on the router turns green, launch your Web browser.

What do the lights on my wireless DSL router do?

Your wireless DSL router has lights, also called LEDs. The Power and DSL lights should be solid green for your computer to access the Internet. The Internet light will be green when a valid username and password is stored in the router and a connection to your Internet Service Provider is established. Otherwise, it will turn red after a period of time. The Internet light flashes green when network traffic is detected. The Ethernet lights will turn green when a computer is connected and will flash when network traffic is detected. The wireless light will be solid green when the wireless network is enabled and will flash when network traffic is detected.

Is there additional information about my wireless DSL router?

For more information, PC users can right-click the QuickStart Installation CD and choose **Explore** to view the router manual. Macintosh and PC users can use the router's built-in Web page to see diagnostic information. See the Configuring Your Wireless DSL Router section in Step 3 for instructions on viewing the router's Web page.

DSL

An acronym for digital subscriber line, DSL is a high-speed connection that uses the same wires as your regular phone. But even though it uses the same connection as your phone, DSL service does not tie up your phone line.

DSL Filter

A small device that separates analog phone signals from DSL signals. Also referred to as DSL blockers, microfilters, or DSL phone line filters. Telephones, fax machines, or any equipment — with the exception of the DSL router — connected to the DSL phone line should be plugged into the black (phone) port of the DSL filter.

Ethernet

A technology used to connect computers and other devices to a network. Ethernet networks transmit information at very high speeds, ranging from 10 million bits per second on a standard network to 10 billion bits per second on a 10-Gigabit Ethernet.

IP Address or Internet Protocol Address

An address that pinpoints the location of your computer on the Internet (example: 192.168.1.1). Without an IP address, your computer cannot communicate on the Internet.

NIC or Network Interface Card

A small piece of hardware — also referred to as an Ethernet card — that acts as an interface between your computer, the local area network your computer is hooked up to, and the Internet.

Operating System

Often referred to as OS, your operating system is a program that manages all the other programs or applications on your computer. Windows XP and Mac OS X are examples of operating systems.

PPPoE or Point-to-Point Protocol over Ethernet

The method your computer uses to automatically learn network settings from a remote server. We use PPPoE to provide IP address information to your router.

Router

A specialized device that connects two networks. Routers are similar to modems but have decision-making capabilities, including filtering requests and forwarding them to the right destination.

SSID

The Service Set Identifier uniquely identifies your wireless network. Your computer must know the SSID in order to connect to a wireless network.

WEP Key

The Wired Equivalent Privacy key encrypts your data while it is being transmitted wirelessly.

Your Covad Setup Information

To help you stay organized, use this portion of your User Guide to write down your personal username, password, and email addresses.

My primary username/user ID is: _____@covad.net
(Your username is also referred to as your email address or user ID)

My primary password is: _____

Additional Email Accounts

Depending on the type of service you ordered, your Covad account could include up to 15 email addresses. Use the space below to record your additional email addresses and passwords.

(For more information on additional email accounts, please visit SMART Account Manager at www.covad.net and click on Service Details.)

Additional Email Addresses

Passwords

1. _____@covad.net _____
2. _____@covad.net _____
3. _____@covad.net _____
4. _____@covad.net _____
5. _____@covad.net _____

